

REQUEST FOR PROPOSALS FOR ADMINISTRATION AND OPERATIONS OF THE CITY OF COLLEGEDALE PUBLIC LIBRARY

Scope of Services

The City of Collegedale is interested in receiving proposals to operate its Library. It would prefer a five-year agreement, but is willing to entertain a three year-proposal as well. The services are described separately in the following paragraphs.

A) The selected Contractor, under the direction of the City Manager will administer all aspects of the day-to-day operations of the Collegedale Public Library (Library) in order to provide efficient administration and delivery of services to Library patrons at a reasonable cost.

B) The proposer must have a minimum of five (5) years of experience administering public library operations and will exhibit demonstrated competencies in the core management of libraries, which will provide evidence of its ability to meet the following service requirements:

1. Establish short- and long-term goals and objectives reflecting a course of action that continually improves library service, procedures and policies to meet the changing requirements of the City and Library.
2. Interview, select, and hire qualified staff for employment at Library sufficient to provide services and programs during all hours of operation; and, provide the necessary orientation and ongoing personal and professional development of the newly hired Library staff. The Contractor must be willing to guarantee an employment interview for all current City Library staff. The Contractor is not required to hire said staff, but is encouraged to consider these employees. All personnel employed to perform the services necessary to operate the Library and to perform the other functions of the contractor (including the Head Librarian and all persons reporting to him/her) shall be employees of the Contractor, which shall pay all costs related to their employment.
3. Integrate the existing resources of the Library into a structure that enables the newly hired staff to accomplish their work, either independently and/or through teams, with clarity, specificity, necessary resources and within a supportive environment that encourages achievement and professional growth.
4. Monitor adherence to the City's policies and procedures, ensuring consistent and objective standards of performance for the Library.

5. Define core Library performance measurements and compile monthly and annual reports to the City regarding same.
6. Provide the City with monthly and annual financial statements for the Library, prepared in accordance with generally accepted accounting principles. Retain necessary financial files as spelled out in the contract and make such files available to the City for audit purposes upon request. Upon request, provide the City with annual audited financial statements of the Company to demonstrate fiscal soundness.
7. Work closely with the City Manager, or other designee(s), and Library support groups.
8. Plan and conduct a comprehensive review of the Library's collection, including assessing its age, and identification of obsolete or worn materials and assist in the allocation of the materials budget in relation to both use patterns and needs. Provide the City with a collection development plan, including a program to systematically weed and replace dated material, plus an analysis of the relationship of print, non-print and electronic resources in the Library's collection. Recommendations for long-term collection development will be required together with an implementation plan that is realistic within the City's financial resources.
9. Operate and manage all facets of the Library's Automated System, including implementation, transition and ongoing support of the Automated System. Provide technical support for all library computers and users. Work with City in specifying point-of-sale, print copy control software and other applicable technology available to assist in the efficiency and improvement of Library services.
10. Staff and operate the Library for a minimum of 45 hours per week. The City is open to proposals on the most economical and effective distribution of these hours and days of operations. The City will provide all building and grounds maintenance & janitorial service. The City will pay all utilities for the building.
11. Develop a marketing plan to promote all library services to the citizens of the City and the City's business community. Implement said plan upon approval and authorization by the City.
12. Investigate supplemental revenue sources for the Library, including a list of recommended sources for consideration and present this information to the City within the first twelve (12) months of the contract.
13. Provide a plan for establishing the type and rate of fees, fines, and any other funds to be collected from Library patrons, all of which shall be for the sole benefit of the City.

14. Lead in the preparation of the Library's annual budget.
15. Present a plan to the City for preparing a long-range strategic plan for the Library, which, if the City so chooses, shall be completed by the Contractor within twelve (12) months of approval by the City. It is anticipated that the strategic plan will be used to evaluate the Library's service levels and to formulate short-term and long-term goals for the library.

Proposal Format and Content

The proposal shall include as a minimum the following information:

1. *Cover/Transmittal Letter* - Letter must be signed by a member of the organization having the authority to enter into contracts on behalf of the company. Briefly note the number of years in business, and the number and type of public library outlets operated by the organization.
2. *Scope of Work* – Describe your organization's ability to provide the services requested. **Note any deviations or additions to the work descriptions the City provided that may have been overlooked or that help clarify the work tasks.** Deviations that demonstrate clear benefit or advantage to the City may receive special consideration.
3. *Responsible Personnel* – List your organization's principal contact person and key project staff who will be directly involved in this project. Include a statement of qualifications and resumes for each person.
4. *Project Management* – Include a time-line for implementing operations, including the hiring of staff. Include a detailed description regarding the amount and type of resources to be provided and the means for accomplishing and implementing the services necessary to operate the Library. **In the separate, sealed envelope that contains the Fee Schedule** (see item 5), provide a sample detailed annual operating budget, which should include all items to be covered by the proposed fees paid by the City to the Contractor, as well as any other items that are not proposed to be included in the Contractor's fee and which are either essential or desirable relative to the operation of the Library.
5. *Contract Fee* – in a separate sealed envelope present one (1) set of the cost proposal detailing the base fees proposed, on a monthly and annual basis for the term of the contract. The breakdown of costs for operations of the Library. Fees should detail staffing costs, the number and type of staff, recommended collection development costs (including any handling fees), training, travel, supplies, automation and all other direct operational costs. Fees shall contain all mark-up profit.

Each proposer acknowledges that the City shall not be liable to any person for costs incurred in preparation of the proposal or for any other costs incurred by any proposer in anticipation of approval of any proposed agreement. The City may accept or reject any proposal without limitation. Nothing in the Request for Proposal or in subsequent negotiations will create any vested rights in any person. Proposals will be considered open and valid for a period of ninety (90) days after the stated due date.

Submittal

The proposer shall submit an original (unbound) and two (2) copies of the proposal in a sealed box or envelope clearly marked with proposer's name and the description, **"Proposals for Administration and Operations of the City of Collegedale Library."** The proposals shall be delivered to the City by the time and at the location noted on RFP notice.

The City reserves the right at its sole discretion to reject proposals received after the stated time and day indicated on the RFP cover sheet. The City may waive any non-material irregularities or information in any proposal, and accept or reject any combination of items as deemed at its sole discretion to be in the best interest of the City.

Timeline

Upon selection of a contractor, the City Manager and the appropriate Contractor representative shall negotiate an operational contract document that will be subject to approval by the City of Collegedale Board of Commissioners.

Proposals shall be due at Collegedale City Hall at 4910 Swinyar Drive by Noon on June 1, 2011. The City of Collegedale Board of Commissioners will be asked to award a contract if appropriate terms are reached by both parties in a regularly scheduled meeting in June 2011. Every reasonable effort will be made to have the successful contractor begin operations on or around July 1, 2011 as conditions and negotiations allow. As this is an RFP only, the successful contractor and the City Manager may improve the final operational contract in the best interest of both parties and the successful operation of the Library.